Inderjeet Sachdeva

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" Work Experience "

23rd April, 2021 - Present - Process Associated with IGT Solutions Pvt. Ltd. - As an Revenue Analyst for Accor Group of Hotels

Key Responsibilities

- Working and updating hotel rates in the system on a daily basis.
- Rate level, promotional code, package uploading, interface mapping, sales condition etc.
- Attend online meetings regularly when required.
- Sending mailers to corporate customers or hotels validates requests and updates in the Service Now module.
- Resolve Corporate and Hotel Questions
- Work on a daily basis - Basic Web, Data Web, DBMDIS, Hotel Distribution, Easy Connect, Opera and ResWeb.

22nd April, 2019 – 30th June, 2020 - Worked with Indian Holiday Pvt. Ltd – Worked as a Tour Executive in Contracting Department B2B ("Inbound & Domestic Market" Segment)

Key Responsibilities

- Meeting with Hotel Sales Managers / General Manager / Owner and do the Contracting.

- Updating Contract Rates, Hotel Admissions & Bank Details (updating) in software.

- Generate rates reports on regular basis and maintained the data.

- Handled guest Comment / Suggestions and complaints and updated to the word format,

  and discuss in meetings to improve the services of Hotels and Travel services.

- Data Entry Operations – Performed all data related works under the contracting department.

1st March 2013 – 11th Aug 2017 - Worked with - The Oberoi Group (Oberoi Contact Centre)-

Worked as Senior Reservation Associate - : Loyalty Membership Program in Marketing Division

Key Responsibilities

- To manage the Reservations and work closely with Sales & Marketing.
- Handled guest calls/emails for the reservations confirmed under the Trident Privilege Membership Program.
- Check arrival reports for future dates to ensure guest details such special requests, contact information and guest preferences are added in software.
- Attended group meeting on behalf of Loyalty Programmed Team.

- Handle all guest and internal customer complaints and inquiries following through to make sure problem are resolved satisfactorily.

- Updating guest profile in the system.

- Kept track of the guests membership points against the number of stays completed at the hotels.

- Issued and dispatched guests complimentary vouchers in terms of stay, spa and Dining credits.

- Handling bills of members against their membership points at Trident hotels.

- Redemption handling – Complimentary Stay, Spa or Dining basis against points.

- Internal process handling – To solve the hotels query against guest membership card, guest Stay, Spa & Dining.

- Data Entry Operations – Performed all data related works under the program.

Educational Qualification :

- B.Com from Delhi University (Distance learning) in the year 2015.
- C.P.C.A from National Institute of Finance & Accounts, New Delhi in the year 2012.
- Tally Erp-09 from A.P.T institute, Meerut in the year 2008.

Additional Software Skills :

- Property Management system – Opera version 5.0.05.
- TravelelMint Software
- MS Office
- Tally Erp-09
- Business Accounting

Personal Details:-

- **Permanent Address: -** A-69, F/F, Vikas Vihar, Chander Vihar, Nilothi Extension, New Delhi -110041
- **D.O.B** :- 22nd December, 1991
- **Father Name** :- Mr. Pawan Sachdeva

My interest :-

- **Sports :- Badminton** 🔍, Cricket 🏏 , Volleyball 🏐
- **Instrumental Instrument :-** Harmonium